

MITP27 Quality Management System (QMS)

Quick Reference Guide

Purpose

This Quality Management System integrates ISO 9001:2015 standards with Standards for RTOs 2025 requirements. It establishes our systematic approach to delivering quality vocational education across Automotive, Dental, and Health disciplines while ensuring compliance with regulatory requirements including ASQA and ESOS.

Key Sections

Organizational Context: We analyze internal and external factors affecting quality, understand stakeholder needs (students, industry, regulators), and define our QMS scope covering all training, assessment, student support, workforce management, and governance processes.

Leadership and Policy: Executive Leadership Team demonstrates commitment to quality management, establishes quality policy and objectives, and defines roles and responsibilities across all levels of the organization.

Planning and Risk Management: We identify and address risks and opportunities, set measurable quality objectives for each Quality Area, and plan changes systematically to maintain QMS integrity.

Operational Control: All processes have defined procedures covering training design and delivery (QA1), student support (QA2), workforce management (QA3), and governance (QA4) with appropriate controls and monitoring.

Quality Management Process

Resources and Support: We ensure adequate resources (facilities, equipment, staff), maintain staff competence through professional development, communicate quality requirements effectively, and maintain documented information with proper version control.

Performance Monitoring: Regular monitoring and measurement of student satisfaction, training effectiveness, assessment quality, staff performance, and regulatory compliance against established targets and benchmarks.

Internal Audits: Systematic audits conducted according to MITP71 Internal Audit Policy verify QMS effectiveness, identify non-conformances, and drive corrective actions.

Management Review: Executive Leadership Team reviews QMS performance quarterly, evaluates audit results, assesses continuous improvement progress, and makes strategic decisions for quality enhancement.

Key Points to Remember

Quality Objectives: Specific targets set for each Quality Area including 85%+ unit completion rates, 90%+ student satisfaction, zero audit non-compliances, 100% staff credential compliance, and continuous improvement implementation.

Process Approach: All activities organized as interconnected processes with defined inputs, outputs, responsibilities, and controls ensuring consistent quality outcomes.

Risk-Based Thinking: Proactive identification and management of risks across strategic, operational, compliance, financial, and academic areas with regular assessments and mitigation strategies.

Continuous Improvement: Systematic cycle of identifying opportunities, planning improvements, implementing changes, reviewing effectiveness, and standardizing successful practices through policy and procedure updates.

Additional Information

ISO Integration: QMS structured according to ISO 9001:2015 clauses (Context, Leadership, Planning, Support, Operation, Performance Evaluation, Improvement) while meeting all RTO Standards requirements.

Documentation Hierarchy: Five levels - Quality Manual (this document), Policies (MITP series), Procedures (detailed processes), Work Instructions (specific tasks), and Forms/Records (evidence).

Stakeholder Engagement: Systematic engagement with students through feedback surveys and support services, industry through validation and consultation, regulators through reporting and audits, and community through partnerships.

Review Schedule: QMS reviewed annually with ongoing monitoring through committee meetings, internal audits, and management reviews ensuring currency and effectiveness.

Contact Information

Head of Compliance: For QMS implementation and compliance questions,

compliance@menzies.vic.edu.au

Executive Leadership Team: For strategic quality management matters, sam@menzies.vic.edu.au

Committee Chairs: For area-specific quality concerns

Related Policies

MITP001 Quality Governance and Accountability Framework | MITP71 Internal Audit | MITP74

Risk Management | MITP05 Document Management | MITP92 Leadership and Accountability |

MITP64 RTO Regulation and Legislation

This is a summary only. The complete Quality Management System manual is available from the Head of Compliance.